



FREQUENTLY ASKED QUESTIONS – YOUNG VOICES SPEECH PATHOLOGY

1. What does a speech pathologist do?

A speech pathologist helps children develop skills in speech, language, communication, literacy, and social interaction. Therapy may include play-based activities, parent coaching, program provision, and school collaboration.

2. Do I need a referral to book an appointment?

No referral is needed for private speech pathology. However, a **GP referral is required** if you want to claim **Medicare rebates** through a Chronic Disease Management (CDM/EPC) Plan.

3. What happens at the first appointments?

The initial consultation is with the parent/caregiver alone (without the child) either over the phone or in clinic to discuss your concerns, background information and a plan for assessment and possible therapy.

The first session with your child is an **initial assessment at the Hidden Key Clinic**. Your clinician will:

- Complete formal and/or informal assessment activities.
- Observe your child's communication.
- Provide initial recommendations.
- Outline a therapy plan if needed.

4. How long are sessions?

Standard therapy sessions are **50 minutes**, depending on your child's needs and the service type. If you do not sit in on the session, the parent/caregiver is requested to

return to collect the child after 45 minutes, with 5 minutes then allocated to discussing what we did in therapy and home practice.

5. How often will my child need therapy?

This varies. Some children attend weekly, others fortnightly or monthly. Your clinician will recommend a schedule based on assessment results and goals.

6. Do you offer school or daycare visits?

Yes. Off-site sessions are available and include travel fees. These visits can be helpful for observing your child in their natural environment and collaborating with educators. Prior arrangement and permission from the child care or school will need to be organised by the parent/caregiver.

7. Can I stay in the session with my child?

Yes. Parent involvement is encouraged. Some children focus better with a parent present, while others benefit from independent time with the clinician. This can be discussed at any stage during the assessment or therapy journey and is a flexible arrangement depending on the child's progress and engagement.

8. What should I bring to the appointment?

Bring:

- A favourite toy if it helps your child feel comfortable.
- A water bottle for your child so they can hydrate during the session.

9. Do you provide reports?

Yes. Reports, letters, and NDIS documentation are available and billed based on the time required. The time spent with the child directly for assessment equates to the time spent on report writing. For example, a one-hour speech/oral motor assessment would then require one hour of report writing.

10. How do payments work?

Payments are processed **on the day of service** using your stored payment method (Debit or Credit card). Medicare and private health rebates are processed after payment.

11. What is your cancellation policy?

Young Voices Speech Pathology requires **12 hours' notice** to cancel or reschedule. Late cancellations or no-shows incur **100% of the session fee**.

12. Can I claim through Medicare?

Yes, if you have a valid **CCMP or M10 Plan** from your GP. Medicare rebates cannot be used for cancellation fees.

13. Can I claim through private health?

Most private health funds offer rebates for speech pathology, depending on your policy. Rebates are processed after payment.

14. How do you protect my child's privacy?

All information is stored securely in encrypted systems and managed according to the **Privacy Act 1988 (Cth)** and the **Australian Privacy Principles**.

15. What if my child is shy or nervous?

This is very common. Sessions are interest-focused or play-based, and are designed to help children feel safe and comfortable. Parents are welcome to stay until the child settles.

16. How long will my child need therapy?

Every child is different. Some need short-term support; others benefit from longer-term therapy. Your clinician will review progress regularly. Doses for speech goals can be more intense than language goals.

18. Do you work with NDIS participants?

Yes, if the child is **self-managed** or **plan-managed**. The clinic does not bill NDIA-managed plans.